

December 1990

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# N<sup>Clinical Center</sup> News

## Computer Viruses Plague CC's PC's

By Ellyn J. Pollack, APR

As winter approaches and the outside temperature drops, many employees begin to worry about catching colds, flu and other viruses from co-workers and friends. They take precautions to

avoid coming in contact with people who are infected. Many even schedule appointments for flu vaccinations.

But there are other types of viruses that spread throughout the year and can cause frustration, anger, irritation, and aggravation,

depending on the strain. These are computer viruses, and their damage can be as mild as displaying an unexpected message on the monitor, or as critical as wiping out an entire hard disk.

"Computer viruses are more common than most people think,"

*VIRUS Continued on Page 4*

## New Animal Care Facility in the "Round Bldg." Holds Grand Opening

A ribbon-cutting ceremony was held in November for the opening of the Rabbit and Rodent Unit in Building 10A/round building. The unit, which will not contain animals until February, consolidates most of the 33 animal holding and research procedure rooms in the Clinical Center.

The renovations began in November of 1987. The facility is the largest single animal facility on campus at this time, and is American Association for Accreditation of Laboratory Animal Care (AAALAC) accreditable. The facility has 49 animal rooms and 15 procedure rooms and has a maximum capacity of 35,000 rodents. Various levels will have controlled access from Building 10. The receipt and



Renovations in Bldg. 10A are completed and the facility, the Rabbit and Rodent Unit, will house animals this February.

maintenance of animals will be free of infectious organisms. The facility is a shared facility with many investigators from ICD's but

is managed by the Veterinary Resources Program of the National Center for Research Resources. ■

# Letters to the editor...

## Caring CC doctors and nurses aid in patients healing

I started treatment for ovarian cancer at the Clinical Center under the direction of Dr. Rothenberg, NCI last spring. I successfully completed the treatment after 43 days in-hospital and many day hospital visits.

My experiences with NCI were such positive ones that I would like to express my gratitude.

From my first inquiries into the program I was impressed by Dr. Rothenberg. His availability, his prompt responses to my phone calls, his willingness to explain procedures thoroughly and sometimes repeatedly and to provide references of other women already in the program gave me a complete overview of the treatment in a matter of a few days.

Once in the program further contact with him revealed a deeply concerned, caring individual whose frequent visits to me in the hospital gave me confidence and kept me informed about my progress. His enthusiasm cheered me throughout the long months of chemotherapy, and at the end we shared the joy at our success.

The nursing staff in 13E was thorough, efficient, caring and competent. My primary nurse, Anne Buhle and her associate Joan Aaron took time to carefully explain the effects of the treatment and made sure that I learned the precautions that I would have to take. In timing the administration of my treatment the staff took into account how I was feeling and always respected my preferences. Not once during my long stay was I

ever shown and impatience or ill humor on the part of the nurses. They were always kind and cheerfully willing and able to attend to my needs. During my walks down the corridor I would be greeted with encouragement from the staff. Nurses not assigned to me would often willingly take over once a week and were helpful in offering alternative solutions. Billy Washington while taking vital signs would coax me on to better health through laughter and sound advice.

I also want to commend Dr. Chris Takimoto for his competence and humanity, and Dr. David Danforth and Dr. Barbara Pockaj who provided me with encouragement and good humor.

The day hospital is also to be thanked for the support they provided me between stays. Technicians running the testing were always friendly, efficient and gentle.

The memories of pain and suffering fade, but those feelings of being cared for and understood remain to help in the healing. I feel that I have not only had the most advanced treatment available, but that I have been "willed" to good health by a caring staff. I am very grateful to them all.

Sincerely,  
Emilie Trimbach

Correction: Geraldine Brammer formerly worked in the Outpatient Department, not the Phlebotomy Department.

## HHS Employee of the Month Ella Laseinde

Ms. Laseinde has shown outstanding work ethics in performing her job. She coordinated the mammogram program in our department. This program has expanded in leaps and bounds. Without the diligent effort of Ms. Laseinde, this program would not be the quality program it is. Many patients have commented to me of the Chief Technologist on how comfortable they feel having Ms. Laseinde perform their exam. This shows the character of a responsible person who cares about the patient.

## CC News

Editor: Karen D. Riedel

Editorial  
Assistant: Maria Dove

Clinical Center News is published monthly by the Office of Clinical Center Communications, Colleen Henrichsen, Chief, for employees of the Clinical Center, National Institutes of Health, Department of Health and Human Services.

News, article ideas, calendar events, letters and photographs are encouraged and can be submitted to Bldg. 10 room 1C255 or by calling 496-2563. Deadline for submission is the second Monday of each month.

# Sam Chapman Retires

By Karen D. Riedel

The Clinical Center has lost a treasured character. After 13 years at the Clinical Center, Sam Chapman, Deputy Chief, Housekeeping and Fabric Care, retired in November. Chapman began his career at the CC as Deputy Chief of the Fabric Care Department in 1974. He advanced to Chief of Fabric Care and after departmental consolidation, advanced to his latest position.

Chapman was raised in North Carolina. He spent 21 years with the military and in 1974 came to this area to work for Walter Reed. In the military, Chapman traveled to such places as Korea, Japan, Philippines, Vietnam, and Thailand. Following Walter Reed, Chapman worked with National Credit Union until 1977, when he came to the Clinical Center.

"My overall experience at the Clinical Center was very

gratifying and enjoyable," says Chapman. "In all the departments, I worked with cooperative and congenial people. I was blessed to have such a great staff." Chapman plans to spend most of his time helping his wife in her work with the homeless. The Chapmans, through the community services program of their church, are very active in helping the homeless in Montgomery County. Their efforts are in coordination with the City of Rockville, Montgomery County, and the Housing Opportunity Commission.

According to Chapman, people donate furniture and clothing to the homeless. These articles are kept in storage and are later provided to people from the shelter. While Mrs. Chapman is the organizer of these services, Mr. Chapman is responsible to pick up and deliver the goods.

"She does the administration and I do the heavy work," says Chapman.



Sam Chapman retired on November 30

While working to help the homeless will take up most of his time Chapman says he will be spending time with his six grandchildren.

"I will devote some time, also to golf and bowling," says Chapman. "Most of all, you will probably see my little white pick-up truck loaded with furniture."

"I'll miss the Clinical Center and what it stands for. Helping people is what I am into. That is what life is all about—helping people. I will miss the Clinical Center greatly." ■

# Arnold Sperling wins Award

By Karen D. Riedel

Arnold Sperling, Chief of Patient Activities Department, recently won the Distinguished Service Award granted by the National Therapeutic Recreation Society at the Annual Recreation and Park Association Conference in Phoenix, Arizona.

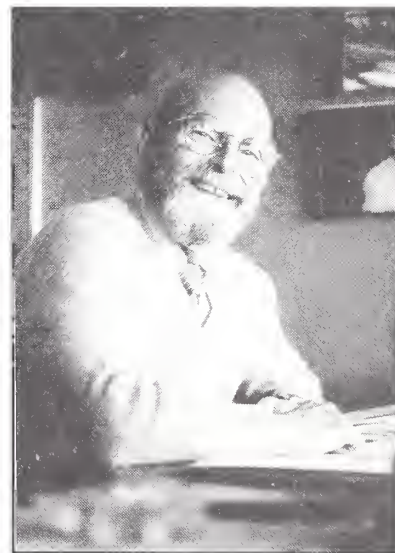
He received this award in recognition of outstanding service to his fellow man through exceptional efforts and accomplishments in the field of Therapeutic Recreation.

"This is the ultimate

recognition by my peers," says Sperling. "This award is very close to my heart. I am very proud of it. It is like winning the academy award."

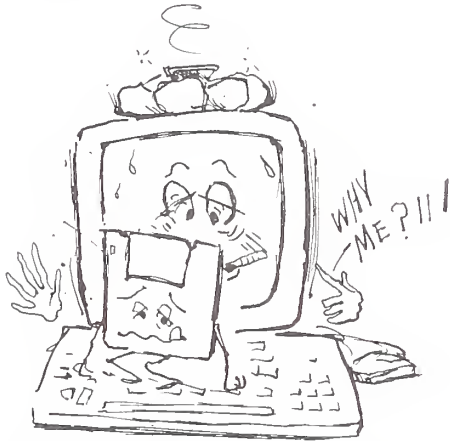
Sperling has been with NIH for 29 years.

"My greatest accomplishment at the Clinical Center is the growth and acceptance of Therapeutic Recreation as a rehabilitative and treatment modality. We are strengthening the clinical aspects of our program. We are modifying the program to meet professional standards," says Sperling. ■



Arnold Sperling, Chief Patient Activities, won the Distinguished Service Award for "outstanding service to his fellow man."

says Dr. Tom Lewis, acting deputy director of the Clinical Center and associate director for Information Systems Management. "A virus may be on their computers now without their knowledge. It may



cause damage immediately, after a specified period of time, or not at all. It also may infect new programs before they even use them. Computer viruses can be subtle, deceptive, or catastrophic."

"Around the Clinical Center, we have had a substantial problem," says Bob Wesley, chief of the Data Management and PC Applications Section, Information Systems Department. "We have not had any major disasters, but a number of people have had computer viruses on their machines."

A computer virus is a software program written as a prank or tool of sabotage and is designed to replicate and insert itself into uninfected programs or files and execute whatever set of instructions its author included. Computer viruses usually replace the first few instructions in the host program so that the virus can run first. Each time an infected program is used, the viral code is executed, usually resulting in the infection of other programs. Depending on the intentions of the author, the degree of harm caused

by the virus may vary from displaying a humorous message to erasing files or altering stored data.

Most viruses at NIH spread through the sharing of diskettes, according to Wesley. An essential component of any computer virus is a set of instructions that, when executed, replicates and spreads the virus into previously uninfected programs or files. Sometimes a virus is designed to sit dormant for a period of time. If an infection is asymptomatic, the user may loan copies of the infected program to other users, unaware that the diskette contains a virus. Some viruses that appear harmless may inadvertently cause problems by taking up disk space or central processing unit time. If the virus uses memory or disk resources that another program needs, that program may crash.

While known Macintosh viruses have been relatively benign, they may cause frequent system bombs, alter the behavior of application programs, cause damage to a hard-disk system, spread to an entire collection of application software, render a system software nonfunctional, or cause problems with printing documents and opening or closing windows.

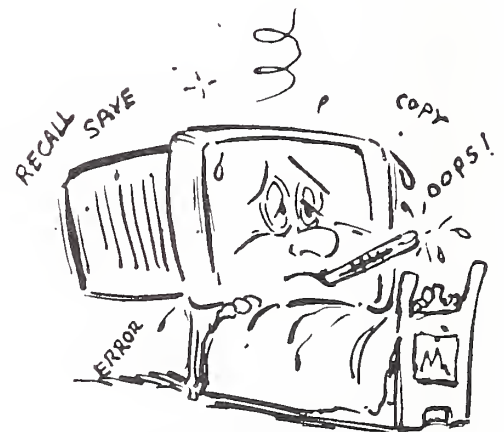
NIH has approximately 7,000 personal computers (PCs) or PC compatibles and 1,500-2,000 Macintoshes. According to Wesley, the Macintoshes are more susceptible to infection than PCs are. The Macintosh design makes it easier to implement and build pieces of the virus, and Macintosh users tend to share more software than PC users do. Mainframes have a much smaller incidence of viral infection than PCs and Macintoshes, he says, because mainframe operators do not exchange software the way PC operators do, and the mainframe operating system is more secure

than the PC operating system.

Another way viruses spread from one system to another is through networks. While most CC departments are not extensively networked, Wesley predicts that within a couple years most departments will have a larger network, which will enable users to share printers, receive and disseminate electronic mail, and share files. As networks increase in size, the potential damage a virus can cause increases.

"Our problem is that people download programs from electronic bulletin boards without checking for viruses," Wesley explains. "It used to be that you had to run an infected program before the virus could spread to your system. Now you can get a virus simply by inserting an infected disk. People put diskettes and unknown software into their computers much more frequently."

When infected by a virus, computers sometimes develop symptoms. Sometimes programs take longer to load or start up, run more slowly than usual, or do not run at all. Some programs write to devices that should show no



activity, or attempt to write to write-protected media. Other common symptoms include unexplained decreases in the amount of available system

# Pharmacy Notes ...

Recently Mr. Lim Enge Chue and Mr. Tung Leong Yim, pharmacists from Malaysia, completed a month long World Health Organization (WHO) fellowship at the Clinical Center Pharmacy. They were exposed to many aspects of pharmacy operation including: drug information, bulk compounding, procurement, clinical pharmacy, handling of controlled substances, and the inpatient pharmacy. They said they learned a lot, and we did too. They asked many questions such as "Why can a nurse administer medication in the U.S. and not a pharmacist?" We also learned about their pharmaceutical training, culture, and health care system. One aspect is that pharmacists in Malaysia are

required to rotate to different hospitals about every five months.

Presently, Ms. Areewan Treepongkarvnar from Thailand is on a three month fellowship at NIH. She is also sponsored by the WHO. "Lee" as she prefers to be called, noticed a big difference in the way pharmacy is practiced in the U.S. versus Thailand. She was surprised to see the many roles that pharmacists perform at NIH. She is looking forward to learning "what pharmacists do here."

Other visitors this past year came from Germany, Korea, and Australia. These visits lasted from one day to three months and every one of our visiting pharmacists left with a feeling of appreciation, satisfaction, and gratitude from



Areewan Treepongkarvnar is a visiting fellow to the pharmacy from Thailand.

the extensive knowledge and courtesy that the pharmacy staff provided them at the NIH Clinical Center.

*Pharmacy Notes is written by Anthony Brooks, P.D., a pharmacy supervisor. He joined the Clinical Center three years ago.*

## Clinical Pathology Holds Safety Apron Contest

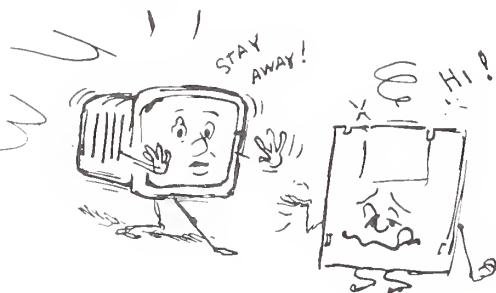


Norma Ruschell, Nancy Barney and Kathy Roden model a sample of the winning aprons in the Clinical Pathology Apron Safety Contest. The aprons were designed by the Clinical Pathology staff. The safety apron contest, sponsored by the Safety Committee, is part of a program to emphasize the importance of safety in the laboratory.

## Research Volunteers Needed

The laboratory of Neurosciences at The National Institute on Aging is seeking healthy volunteers to participate in a study investigating the effects of aging on brain functions. Volunteers must be in excellent health, medication free, and without past or present major health problems. Those under age 30 and above age 60 are particularly needed. Procedures require approximately 13 hours; and participants can receive a stipend of up to \$300 depending on the actual time involved. For more information, call 496-4754, Monday through Friday, 9 a.m. to 5 p.m.

memory; increases in areas marked as "bad" on hard or floppy disks; executable files vanishing; unusual things appearing on the monitor; or unexpected changes in the time and date stamps or the disk volume label.



Similar to human health, risk factors influence a computer's chance of infection. A computer is at greater risk of infection if programs on diskettes from noncommercial sources or illegal copies of programs are used, or if programs are downloaded and run from unfamiliar electronic bulletin board systems without being tested for viruses. Also public computers that run continuously and are operated by many people are at higher risk.

Free software programs to "vaccinate" computers are available to NIH employees. For the IBM PC, the NIH Personal Computing Branch (PCB) recommends either the IBM Scanning Program, which scans programs for known viruses, or Alert, which detects if files in the system has been altered by a virus. For the Macintosh, the CC Information Systems Department (ISD) recommends Disinfectant, which is available free-of-charge from PCB, or Virex, or SAM, both

commercial "vaccines."

"These programs are basically kept up to date," assures Wesley. "When someone comes across a new virus, programmers develop a new "antidote" within a few days. New viruses are typically discovered every few months. If computer users want their systems to stay protected, they have to keep the latest versions of these antiviral programs."

While vaccinating computers substantially limits the spread of viruses, users still need to follow safe user practices. PCB recommends the following guidelines:

- Do not use disks of unknown origin and do not trust programs obtained from electronic bulletin boards that do not test all uploaded files for viruses.

- Make frequent backups and maintain two or three sets. Also check the backups for viruses if the backups are used to restore a system that had a viral infection.

- Use a utility program to save the disk structure and file allocation information.

- Do not boot a hard disk system with a diskette. If it is necessary to boot from a diskette, use the original, write-protected diskette.

- Write-protected diskettes.

- Keep the master copy of a program on write-protected diskettes. If a virus is suspected, use a file comparison utility to determine if the file on the hard disk differs from the original on the diskette.

- Change executable

file attributes to read-only by using a utility program.

- Never run a new program before reading the documentation.

- If operating in a network environment, do not place software on the network before thoroughly testing the software.

- Log onto PC Bull, the PCB electronic bulletin board, regularly and check for announcements of potential or actual virus problems. Copies of antiviral programs may be downloaded from PC Bull. If the computer system is hooked up to a modem, the user may log onto PC Bull by dialing 480-8400. Set modem to 8,n,1.

Following these safe user practices should render a computer virtually risk-free of infection. If, however, a computer does become infected with a virus, the user should shut down the system immediately and contact either ISD at 496-9197 or PCB at 496-2282. To prevent the risk of spreading the infection, the system should not be used until it has been checked out by a computer specialist.

"Some people think that creating and spreading computer viruses is harmless, entertaining, and indicative of a person's expertise in computer science," Dr. Lewis comments. "Others will even go to the extreme of claiming that writing programs to break into other systems to manipulate or destroy information is an essential ingredient in technological advances."

"On the contrary, such behavior is destructive, antisocial, egocentric, and often harmful to

# Blood Bank Celebrates the Holidays



It happened on October 31, 1990. Several people entered the Blood Bank, at their new facilities, in order to give blood. Some were suspecting, others were unaware. Bleary eyed and still sleepy first thing in the morning, it was easy for people to miss the freshly hung spider webs over the reception desk. But they should have known better. By the time many realized what was happening it was too late. It was halloween at the Blood Bank and the donors really got the treat.

The blood bank has celebrated Halloween in high-style for the past five years.

"Donors are primarily NIH employees," says Kristine Metter, "and we try to do something special for them."

The front desk at the blood



bank displayed doll-sized witches and pumpkins underneath the spider webs. Black cats, pumpkins and witches lined the halls of the entire unit. Metter dressed as a clown. Donor rooms were staffed by nurses and technicians dressed in costumes (that permitted easy movement and adhered to safety principals). Other costumes included a baseball player, a joker, cats, a devil, space creatures and more.

"Each year is a little better," says Connie Lowe, supervisor of the issue area.

This year the new facilities fostered a unified decorative environment as well as a renewed spirit among employees.

"Now that we are in our new area everyone is really excited," says Metter. "We feel real good about what we are presenting to the donors and the donors feel good about coming here."

"We have the Ritz Carlton of donor centers," says Janet Pavel, supervisor of blood services. "It is so much more pleasant here now."

In addition to holiday treats, the blood bank is also featuring monthly raffles. Anyone who attempts to donate whole blood is eligible to win a raffle of such items as Redskins tickets and dinner at O'Donnells in Bethesda. The blood bank reminds us that they need 25 donors each day to help supply the Clinical Center. ■

VIRUS Continued from Page 6

others," he states. "Additional time, money, and effort are required to repair and prevent damage caused by 'hackers.' There are severe legal penalties for breaking into computer systems, damaging or destroying data, or reading or allowing others to read

data contained in them."

In addition to protecting research and other valuable data in the NIH computer systems, employees have a special obligation to protect the privacy rights of all Clinical Center patients, Dr. Lewis adds. All

medical records are strictly confidential, and it is the staff's responsibility to protect the patients' privacy. This includes shielding the data from any unauthorized change, destruction, or theft. ■

# "Meet A VIP" Raffle is Extraordinary Success

The "Meet a VIP" raffle held by the Friends of the Clinical Center (FOCC) in October was a smashing success. More than 1200 raffle tickets were purchased for a chance to meet some very interesting people. The money raised for the Friends of the Clinical Center will help meet emergency financial needs of patients while they are involved in research protocols.

The true winners were the patients and their families for whom the raffle was held, and the FOCC thanks them for supporting NIH research protocols. The winners whose tickets were drawn from brown paper lunch bags in the Clinical Center lobby on October 26 were:

1. Marilyn Quayle  
Norma Ruschell
2. Ch. 4 "Live at Five"

3. Charlotte Fedders  
Natalie Mann
4. Patricia Gillespie  
Paul Strudler
5. Johnny Holliday  
Don Stoppenbach
6. Harden & Weaver  
Sue Thompson
7. Bill Kamal  
Ellen Williams
8. Susan King  
Eleas Ottley
9. Yvon Labre (Caps)  
Bob Dorman
10. Sidney Kramer  
Mary Ann Guerra
11. Mary McGrory  
Elaine Blume
12. Connie Morella  
Peter Herscovitch
13. Phyllis Richman  
Richard Shafer
14. Bob Ryan  
Doris Remines

15. Paul Sarbanes (5)  
Connie Siess, Steve  
Levinson, Jane Thurber,  
Kathy Lightbody  
Miles McCord
16. Helen Thomas  
Linda Nee
17. Wes Unseld (Bullets) (2)  
Al Rexroad  
Mary Ann Guerra
18. Juan Williams  
Craig Kennedy
20. Beverly Byron  
Dan Sands
21. David Suter  
Perren Cobb
22. Nancy Matthis  
Sally Young

Everyone is a VIP to someone. Watch for future vignettes about the experiences the VIP raffle winners from NIH have had with the VIP's in the community. ■

—Linda Nee

## December Calendar of Events

### 4 Employee Counseling Services Video Seminar Series

*Assertiveness Training for Professionals*  
Little Theater, 12 noon- 1 p.m.  
Also, Dec. 11, 18

### 5 Grand Rounds

12 noon-1 p.m. Lipsett Auditorium  
*Problems in the Therapy of Congenital Adrenal Hyperplasia*  
Gordon Cutler, M.D., NICHD  
*The Cholinergic Therapy of Alzheimer Disease*  
Robert Becker, NIMH

### 7 Winterfest

Officer's Club at Navy Medical Center. For all employees and their guests. \$25 each ticket, tickets on sale in Room 1C174.

### 12 Grand Rounds

12 noon-1 p.m. Lipsett Auditorium  
*Trace Elements in Nutrition*  
Darla Danford, M.P.H., D.Sc., Office of Disease Prevention, NIH  
*The Impact of Molecular Genetics on Cancer Treatment*  
Emil Freireich, M.D., D.Sc., NCI

### 13 Employee Counseling Services Guest Lecture Series

*Drawing the Line: Drug and Alcohol Recovery & Relapse Issues in the Workplace*, Bldg. 31, Conference Room #4

### 15 FOCC Benefit Recital

featuring Jody Dall'Armi, soprano & William Huchaby, pianist. 8 p.m., Tickets \$12  
For more information call 496-6061

### 19 Grand Rounds

12 noon-1 p.m. Lipsett Auditorium  
*Venous Thromboembolism Update*  
John Hoak, M.D., NHLBI  
*Lyme Disease: New Places and New Faces*  
Richard Kaslow, M.D. NIAID